

HCBS QA Waiver Committee Meeting Notes
August 26, 2013
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Attendees: Janet Adams, Helen Black, Chris Hardin, Chad Higman, Hye Kyong Jeong, John Lemus, Shannon Manion, Carole McCrae, Ana McEnery, Lance Morehouse, Shayne Nagel, Kris Pederson, Joy Pendergrass, Marcie Osborn, Tami LaDoux, Les Parker, Joe Cunningham, Linda West

Eva reviewed the prioritized Core Indicator questions compiled from the Survey Monkey survey sent out after the last meeting. Concerns were raised regarding the limited amount of questions in Community Connections, Safety and Rights and Outcomes and Satisfaction.

The Committee asked that the following questions be included:

Safety and Rights: Are my rights being respected? Do you know your rights?

Outcomes and Satisfaction: Are you satisfied with the services you receive?

In addition to the concerns about content, a number of committee members stated they didn't have the opportunity to complete the survey. As a result of the discussion, Eva volunteered to re-send the survey to the group (if it was possible) so everyone would have a chance to respond. Eva will bring the results to the October meeting.

Core Waiver Services and Supported Living

Kris gave an overview of Core Waiver Services. Janet presented a PowerPoint on Supported Living ([hand-out](#)). She also shared the current NCI questions in the Consumer Survey regarding Residential Services ([hand-out](#)), Current Residential Performance Measures ([hand-out](#)) and the DDA Quality Improvement Systems ([hand-out](#)). There was discussion from the group asking how Washington compares to other states, regarding quality, and how we could identify providers who are providing quality services. The discussion also became more global as participants tried to identify who is ultimately responsible for some of the quality measures; care providers shared the example of staff turnover, which could be an indicator of quality, but has components which are beyond their control (workforce trends, poor pay, etc.).

As part of the discussion, Janet also asked the group for input regarding what thought made supported living unique and what should be measured. Some responses are listed below:

What makes Supported Living Unique?

- ✓ Self-direction/self-determination (more choices); the client makes decisions
- ✓ Truly is their own home (how is it individualized)
- ✓ Quality of life (faith that the providers will have individual with developmental disabilities' best interest at heart)
- ✓ Staff (supporting staff retention; paying); direct care staff is critical
- ✓ Open family involvement; Family and friends, are involved with planning; so life is as typical as possible
- ✓ Personal safety

- ✓ Education for living (doing with instead of doing for)

How will you know that supported living is living up to your expectations?

- ✓ Stable living environment, organization is financially sound and can maintain staff
- ✓ It meets each individual clients' expectations; clients are satisfied and feel safe

What questions should we add?

- 1) Are you encouraged to develop a relationship with other people (besides your care provider)?
- 2) Do you know your neighbors?
- 3) Are you employed?
- 4) Are you volunteering?
- 5) What new skills have you learned in the last year?
- 6) Do you feel safe in your community?

Next meeting

Janet will share information she has received from other groups and the proposed Plan for Quality Assurance for Habilitation and Supported Living. She will also provide an organization chart of DDA Quality Assurance. Eva will bring the results of the Core Indicators Survey (Survey Monkey).

New topics for the next meeting will be the Basic Plus Waiver (services covered under the waiver; gaps in services) and Adult Family Homes (licensing, regulatory process and procedures).

Topics Identified for Future Meetings

Community access, employment and transition services.